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## Public Safety Dispatcher

Pay Range: **20.44**

FLSA: **Non-exempt**

Department: **Police Department**

# of Openings: **1**

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## Description

### Application Process:

- **Deadline to Apply: March 25, 2022 at 5:00 p.m.**
- All candidates interested in applying must complete an online application (<https://www.cityofkeller.com/services/human-resources/employment>), even if attaching a cover letter and resume.
- All applicants **must** successfully complete the following:
  - CritiCall Testing (to be scheduled on an ongoing basis). Preparation Guide and Practice Tests are available at <https://critical911.com/dispatcher-testing/applicants>. Candidates must achieve a minimum passing score to be considered for employment.
  - After a passing CritiCall score, the applicant will be given a PHS/link to complete and return. The document must be notarized with all supporting documentation attached.
  - Preliminary Interview including Personal History Statement review
  - Interview Board
  - Following a conditional job offer, pre-employment requirements include but are not limited to:
    - Background Investigation (includes, but not limited to Polygraph, Psychological, Medical (Fit for Duty Physical) w/Drug Screen)
    - Interview with Chief of Police
    - Credit Check
    - Job related hiring documents, if selected for employment.
- Expected duration of process: approximately 6-8 weeks after the posting announcement close date
- Re-application period: unless advised of an ineligibility to meet hiring / TCOLE licensing requirements, candidates are welcome to apply for any currently posted job opportunity.

The City of Keller is an **Equal Opportunity Employer**. If you need an accommodation, please call the Human Resources Department at 817-743-4040. For all other inquiries, please contact Sergeant Darrell Potts at 817-743-4543 or [dpotts@cityofkeller.com](mailto:dpotts@cityofkeller.com).

## **JOB SUMMARY:**

Under general supervision of the NETCOM Dispatch Supervisor, the incumbent operates various equipment in the communications center, coordinates all emergency calls coming into the police and fire departments for the Cities of Keller, Southlake, Colleyville, and town of Westlake, and deals with classified information in accordance with federal, state and local guidelines. Standardized guidelines are available, but are not always applicable and may not specify the exact course of action to be taken. Incumbent is expected to use sound judgment when making decisions concerning priorities in the deployment of city vehicles, equipment, and manpower in emergency situations. Position requires constant contact with the public in stressful situations that require good judgment and considerable tact, stability and calmness. Supervision and assignments are given verbally and in written form. Incumbent's work is reviewed by observation and review of reports and records.

## **ESSENTIAL JOB FUNCTIONS:**

1. Arrive at work every day in good physical and mental condition, and be at work station prepared to work on time at the beginning of the shift.
2. Work shifts up to 12 hours in length during the day and night
3. Serve as communication anchor point for Police, Fire/EMS, Animal Control, Jail, Public Works, Volunteers, etc. for large population and geographic area of multiple cities.
4. Answer incoming telephone calls, texts, and fax communications, and coordinate requests for service or information accordingly by transferring calls to multiple locations as needed.
5. Handle initial contact with walk-in complainants requiring police assistance.
6. Resolve citizen concerns or problems through self-action or referral to the proper resource; support the Department's community-based policing philosophy.
7. Receive calls for many types of incidents and coordinate emergency and non-emergency response with units in the field.
8. Receive medical emergency calls and provide CPR and Emergency Medical Dispatch Instructions to the caller until emergency responders arrive.
9. Dispatch appropriate units to locations where assistance is needed.
10. Maintain radio contact, monitor unit activity, and record details of calls for service.
11. Perform a wide variety of clerical and other tasks during periods when not engaged in dispatching activities.
12. Operate a computer and maintain electronic activity logs, inspections, and data entry.
13. Monitor internal closed circuit television security system of multiple city facilities.
14. Assist with Detention Center/Jail operations such as the monitoring of security cameras and security door locks.
15. Assist with electronic transfer of data between dispatch and other entities.
16. Assist Records Division with clerical functions and customer service calls/walk-ins when necessary.

## **OTHER JOB FUNCTIONS:**

1. Promote the designated organizational culture of E to the 4th power in actions, behavior and performance of duties.

All relationships internal and external will be based on Empathy, Edification, Enthusiasm, and Excellence, which is consistent with the E to the 4th power Annual Performance Evaluation.

2. Perform other duties as assigned or directed by a supervisor.

**MINIMUM QUALIFICATIONS:**

1. High school diploma or GED equivalent.
2. Valid Texas Driver's License and a safe driving record.
3. Ability to pass a vision test with correctable vision of 20/30.
4. Ability to pass an Audiogram Test.
5. Ability to type 25 words per minute.
6. One (1) year emergency dispatch experience preferred.
7. Pass a written entrance exam, background investigation, psychological test, physical examination, and interview board. Ability to pass an aptitude test.
8. Ability to complete and return a personal history statement within a given length of time.
9. Ability to think and act quickly, accurately and calmly in emergency situations.
10. Ability to speak clearly and precisely in a well-modulated voice with good diction.
11. Ability to serve citizens in a diplomatic manner, while exercising good emotional control.
12. Competency to coordinate several different activities at the same time.
13. Ability to develop, within a reasonable training time, skill and speed in the operation of telephone and radio communications, electronic data reception and transfer and related communications equipment, together with a knowledge of public safety functions and procedures.
14. Ability to learn the street system and geography of the city and adjacent areas.
15. Ability to keep records and operate telecommunications terminal at a working rate of speed.
16. Ability to complete basic telecommunication course within six (6) months of hire.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed in a climate-controlled office with minimal exposure to outdoor weather conditions. Position requires shift work, including nights, weekends, or holidays. Occasional overtime or schedule flexing may be required. While performing the duties of this job, the employee is constantly required to sit for long periods of time, read a computer screen or documents, perform data entry, stand, walk, grasp, reach, feel, see, read, write, talk, hear/listen to conversational tones and decipher conversation in a noisy and distracting environment. The employee is occasionally required to lift, push, pull, and/or carry up to thirty-five (35) pounds.

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update your application by clicking "Update Application Data", or submit your current application by clicking "Use Existing Data".

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Email:

Password:

Add to My Jobs

If you do not remember your password [click here](#).

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